



## NORFOLK POLICE AUTHORITY

*Ensuring an Efficient and Effective Police Service*

### Welcome to Involving You.

This newsletter aims to report back to Norfolk's communities on how their input has helped shape the policing service delivered in the county.

Being Norfolk Police Authority's Community Engagement Officer means getting out into the community and talking to local people about what they want and need from their policing service.

I make contact with local groups and organisations to find out about their views and experiences of the police, taking the information back to the Authority's Members so they can use that public input to inform their decisions.

There are lots of ways in which communities can get involved and help shape the policing service received by the people of Norfolk. This newsletter provides information on some of them.

If you have any questions, or would like to find out more about how we can involve you, contact us at: Norfolk Police Authority, Jubilee House, Falconers Chase, Wymondham, Norfolk, NR18 0WW

Telephone: 01953 424455

Email: [policeauthority@norfolk.pnn.police.uk](mailto:policeauthority@norfolk.pnn.police.uk)

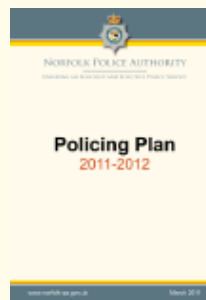
Website: [www.norfolk-pa.gov.uk](http://www.norfolk-pa.gov.uk)

**Mandy Allen**

# INVOLVING YOU

Community Engagement News  
June 2011

## Policing Plan Published



One of the responsibilities of a Police Authority is to agree with the Chief Constable a Local Policing Plan which sets out priorities for the coming year. Following extensive consultation with communities and partners about the issues which matter most to them, and in-depth

assessment of local information held by both the police and other public sector agencies, the Police Authority began its deliberation for the 2011/12 Policing Plan. The Authority's Members carefully considered how to set priorities which would tackle the key issues highlighted through engagement with Norfolk's population, but were also realistically achievable in the face of significant change and uncertainty brought about by the financial climate.

Members agreed on three priority areas, against which they would monitor the Constabulary's progress, with the aim of driving improvements:

- 1) Reduce Crime and Anti-Social Behaviour**
- 2) Improve Satisfaction Levels with Service**
- 3) Sustain Financial Stability**

The full web-based Policing Plan for 2011/12 is available to view, together with a summary of the key points of the Plan, at: [www.norfolk-pa.gov.uk/performance.cfm](http://www.norfolk-pa.gov.uk/performance.cfm)

The Parliamentary Home Affairs Committee, responsible for monitoring the work of the Home Office, is currently running a national consultation on policing priorities. For more information, see page 8

## Custody Visitors get acquainted with new PICs

Norfolk's Independent Custody Visitors are working hard to familiarise themselves with the new custody facilities being rolled out as a result of a collaborative project between Norfolk and Suffolk Police Authorities/Constabularies.

The Two Counties Police Investigation Centres Project is a Private Finance Initiative (PFI) which has seen the procurement of required land, buildings and services for the next 30 years. The Centres will provide efficient and cost-effective facilities for detainee-handling and investigations, allowing specialist police officers, staff and investigators to question suspects and hold them in custody under one roof.

This means detainees will no longer be held and processed at police stations and, therefore, Independent Custody Visitors (ICVs) are being invited to each Centre as it prepares to open, to get to know the new environment in which they will be operating.

ICVs are volunteers from the local community who, in pairs, call at custody facilities unannounced at any time, albeit on a weekly basis, to speak to detainees about their treatment and conditions, and take up any issues of concern with custody staff. A short report of their



findings is made prior to leaving the facility which is shared with the Members of Norfolk Police Authority and, in turn, the local community (via

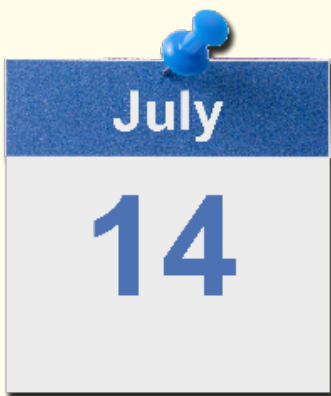
public reports to the Authority's committees) to provide assurance that anyone arrested by the police and held in custody is treated fairly and has access to appropriate facilities.



PICs in Aylsham, Wymondham and King's Lynn are already taking detainees, and a further three Centres will open across Norfolk and Suffolk before the end of the year. At the ICVs' familiarisation visit for the Aylsham PIC, one Independent Custody Visitor commented: "I felt a mixture of surprise and anticipation as I entered the building. I don't know what I was expecting, but we were all very impressed with the layout and facilities. It all feels a bit daunting at the moment given the PIC is so much bigger than North Walsham police station where we used to visit. We could get lost but, with time, it will become much more familiar! We have been waiting for these new facilities for so long—it's wonderful for all concerned (officers/staff and detainees) that it is finally here! We can't wait to get visiting!"

Stephen Bett, Chairman of Norfolk Police Authority said: "The new Police Investigation Centres that will be serving Norfolk and Suffolk provide some of the most modern custody facilities in the country. They are another step forward for our region, benefitting all those who will be using them - not just police officers, staff and legal representatives, but also those who find themselves under arrest. The benefit to detainees is something the work of the Independent Custody Visitors helps the Authority to monitor".

**For more information about the role and responsibilities of the ICVs, or to read their Annual Report, visit [www.norfolk-pa.gov.uk/visiting.cfm](http://www.norfolk-pa.gov.uk/visiting.cfm)**



## Disability Forum Prepares for AGM

The Norfolk Police Disability Advisory Forum is a group of local people who work with Norfolk Constabulary and Norfolk Police Authority to provide greater awareness of the effects of policing policies and functions on disabled people. The Forum will be holding its Annual General Meeting on Thursday 14 July at 10am at Norfolk Police Headquarters in Wymondham. The meeting will welcome speakers from the Prison Service and Norfolk Constabulary's Gypsy Traveller Liaison Officer. Anyone interested in attending the AGM is asked to contact the Police Authority office on 01953 424455 so that consideration can be given to event capacity and catering, as well as any specific needs.

The current membership of the Forum includes individuals with an understanding of the impacts of policing on people with mental ill health, learning difficulties, visual and hearing impairments, and those who use wheelchairs/mobility scooters. There are currently member vacancies, and the Forum is looking to further build on the collective knowledge and experience of the group. Interest is especially welcomed from individuals with an understanding of disability within BME, Gypsy Traveller and LGBT communities.

## IAG Problem-Solving

The Independent Advisory Group's working relationship with Norfolk Constabulary and Norfolk Police Authority continues to thrive, with IAG members' knowledge and experience of different communities making a real difference to the policing services delivered in the county.

One of the Group's more recent pieces of work was a problem-solving event focussed on anti-social behaviour, hate crime and community tension in an area of Norwich. The IAG was briefed on the situation by police officers working in the neighbourhood, and provided with details of the steps already taken by police and partners to tackle the issues. Members were then invited to discuss in small groups, and subsequently gave some ideas of what might have been done differently and highlighted some considerations which could have been missed from previous problem-solving sessions. Notes from the event were then shared with all agencies involved to feed into further work in the area.

The IAG is now up to full membership. The newest recruits welcomed to the Group are two young advisors, bringing with them knowledge, perspective and community links previously missing from the IAG.

In the next issue of this newsletter, Chairman of the IAG, Graham Sigley, will talk about why he joined the IAG and share his views on how community input is helping to improve the way Norfolk is policed.

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**For more information about the role and work of the Norfolk Police Disability Advisory Forum or Independent Advisory Group, visit [www.norfolk-pa.gov.uk/consultation.cfm](http://www.norfolk-pa.gov.uk/consultation.cfm)**



## Virtual Community

The Virtual Community is a group of local people with an opinion on policing who share their views with Norfolk Police Authority by email on a regular basis. The public input that the Virtual Community provides helps to inform the decisions made by the Authority's Members on behalf of local people.

The last question responded to by Community members sought to explore their experiences of police contact. We asked whether they had contacted the police in the last 12 months and, if so, requested they rate how satisfied they were with the way in which their issue had been dealt with. Below are a selection of the comments received:

- “I have not had any need to contact the police in the last 12 months, but I am well aware of how to contact them if the need arises, and I would not hesitate to contact them if necessary.”
- “I did contact the police last year over a break-in, phoned 999 and a burglary scene advisor visited. It was a positive visit and I have a contact number should I have a problem.”
- “An officer knocked on my door to tell me that a vandal had smashed the driver's side window of my car. The car had been left on the road exposed with the window open and glass smashed for a few days as I was away on holiday and unaware of the incident but fortunately the officer was able to inform my girlfriend who I live with who was at home at the time. I was pleased that the officer had taken the time to track me down as the owner of the car and then find my house to inform me. He then explained the situation to me when I was on holiday over the phone and told my girlfriend what to do with the car in my absence. He even explained to me how to get the car fixed. Was impressed he wanted to help with this rather than just filing the job and getting on with the next one.”
- “Knocked off my bike and called 0845 number. Dissatisfied. Initial contact was OK and it was investigated. I was told by phone that the driver had been found based on the information that I provided but that I would need to identify him in a line-up, to which I assented. I then received a letter saying that the driver could not be traced, which contradicted what I had been told on the phone. One or the other statement must have been untrue.”
- “I contacted Norfolk Constabulary's 0845 number because a crime had been committed. This was slightly over 12 months ago. I rate contact with NC as very satisfied. Quick answer to my call. Staff took my complaint and details and empathised with my concern without any prompting. I was very impressed. After the initial contact with switchboard and details given, a PC or PCSO called me the next day in the morning. I had just arrived at work and was unable to take the call. However, the officer left a message on my phone explaining the reason for calling and would call back later. They did call back later and we discussed the incident. Officer gave me advice and told me they would patrol the area. A day or two later I witnessed a police car in my neighbourhood and they called at my home to speak with me. Over the next few weeks I saw a patrol car again in the neighbourhood. The incident was minor yet officers took time to monitor the situation.”



**VIRTUAL COMMUNITY**  
**Norfolk Police Authority**

- “Disturbance from drunken youths, so I called 0845 number. Satisfied as it was easy to contact the police – however there was no feedback. I’m not sure whether they attended the location. It was not a major problem but a visit from an officer may have made the youths behave more responsibly next time they had a party!”
- “Abusive neighbour so went into station. Neither satisfied or dissatisfied. No follow up that I know of. No communication after they said they would go and see her. I’m worried if I chase up police it will drag it all up again.”
- “I have called the police in the last 12 months for a work-related incident where someone was behaving aggressively towards staff due to being intoxicated with alcohol. We called 999. Our service is known to the local community police officers and we get a quick response due to the nature of our client group. Satisfied with service received. The response was prompt and professional. The incident was followed up appropriately with our member of staff.”
- “It was late at night and a couple in flats nearby were arguing regularly causing a disturbance - I wouldn’t call police as unsure of where exactly they were. I know how to contact the police but the 0845 number is so slow to be answered I wouldn’t bother to report more minor issues.”

These comments received from the Virtual Community are greatly appreciated and have been made available to the Members of the Police Authority to inform their on-going review of police satisfaction. At each meeting, the Police Authority’s Performance and Engagement Committee scrutinises performance statistics, which include information about public satisfaction gathered through surveys with victims of crime. These reports are publicly available on the Police Authority’s website - [www.norfolk-pa.gov.uk/performance.cfm](http://www.norfolk-pa.gov.uk/performance.cfm)

## Perception

The Police Authority is proud to have been involved with the recent ‘Perception’ event organised by the Matrix Project and held at The Forum in Norwich. The Matrix Project is a team of NHS professionals who provide a support service to male and female sex workers/ former sex workers across the county.

Working with a local artist, Matrix put on an exhibition of photographs featuring sex workers and ex-sex workers, aimed at challenging conventional opinions about the sex working industry and providing the participants with an opportunity to portray themselves. The week-long exhibition, launched on 9 May to the largest turnout an event at The Forum had ever attracted, was built upon ideas coming from the sex workers, and complemented by a number of notes and poems written by the individuals:

*“This tattoo on my back I cannot see, though what it represents I carry with me.*

*My three beautiful children who remain in my life, from a wonderful man who once made me his wife.*

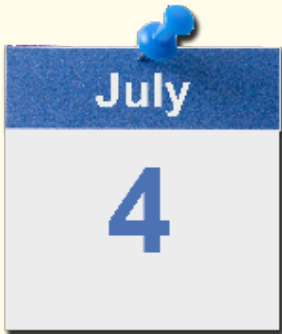
*Full time family life has gone, though part time does just fine. When the time comes for the truth to be known, if they wish, my children will be first in line.*

*I’ll be open and honest as I know they won’t judge, because they know their mum loves them - oh so much.”*

*“I want someone in authority to buy my photograph and hang it on their wall. Then I can be looking down on them for a change, rather than them looking down on me.”*

*“For me, working as a prostitute meant avoiding a life on unemployment, punctuated by periods where somebody condescended to give me an unskilled, minimum wage job as far away as possible from the public eye. When I was entering the job market, visible tattoos and piercings were a lot less common and socially acceptable than they are now... I answer to my own conscience, no-one else’s.”*

## Gypsy Traveller History Month



June is Gypsy Traveller History Month and, in the run-up to the event, the Police Authority's Community Engagement Officer Mandy Allen has been working on a 'See Us How We Really Are' project with young Travellers.

Volunteers have been given a disposable camera and asked to photograph aspects of their lives to show how they would like to be seen, rather than how they might be portrayed by the media or the perceptions other people might have of them.

Despite some concerns that Travellers may be reluctant to engage in a project run by the Police Authority, it is clear from the wonderful photos and beautiful artwork received so far that they are enjoying the challenge and have put a lot of thought into the final product.

As well as organising this project, Mandy has also been meeting up with some young Travellers at a fortnightly homework club in Swaffham which is run by Traveller Education. She also continues to meet regularly with Norfolk Constabulary's Gypsy Traveller Liaison Officer, Ashley Grant. More information about Ashley's role within the police can be found on the next page.



## A Day in the Life of Ashley Grant

by Mandy Allen



PC Ashley Grant is based in Thetford and is Norfolk Constabulary's Gypsy Traveller Liaison Officer. Ashley is part of the Diversity Team and held the post of Diversity Liaison Officer before moving on to his current role. I spent some time with Ashley to see what his typical working day looks like.

The first visit was out to a village north of Dereham to meet a relative of a settled Traveller. Despite the unexpected additional visitor (me), a warm welcome and cups of teas were offered and accepted. This household was clearly devoted to its family, judging by the photos adorning the walls. The reason for Ashley's visit was to deal with a complaint of dissatisfaction at the way, in their view, their relative had been treated by a particular police officer. Ashley showed great empathy towards the complainant, and the visit ended with the customer satisfied that Ashley really would be in touch once he had done some research.

After a short stop for lunch to enable Ashley to catch up on some phone calls, the journey headed towards the borders of the Thetford and Diss policing areas to visit a settled Traveller and his family. There was another warm welcome and an animated report of events for Ashley to consider. The confidence the Travellers put in Ashley to listen to them and explain or put things right was evident even to an outsider.

The Traveller's wife and little girls, fresh back from school, joined the informal meeting - the latter eyeing their visitors with suspicion. Mum commented that most meetings with the police had been a negative experience for the girls - something to take away and consider.

It was very clear that Ashley plays an important role within the Gypsy Traveller community, acting as a conduit between his colleagues and any Traveller who wants to be heard but lacks the will or confidence to approach a uniformed officer or police station. And for colleagues wishing to enhance their own relationships with local or visiting travelling families, or make links with other services who work with the community, such as Traveller Education and the Ormiston Trust, Ashley Grant is a man worth having a conversation with.

Ashley Grant, Norfolk Constabulary's Gypsy Traveller Liaison Officer can be contacted by telephone on (01842) 222505 or email [granta@norfolk.pnn.police.uk](mailto:granta@norfolk.pnn.police.uk).

## National Consultation on Policing Priorities

The Home Affairs Committee, which is responsible for examining the work of the Home Office, has launched an online survey to explore public opinion on priorities for policing. Given current financial constraints on policing, the Committee wants to hear from the public about areas of work they feel should be prioritised and which should come lower on the priority list.

People wishing to complete the survey will be asked to register on the UK Parliament website. They will then be able to have their say in relation to 18 different areas of policing, ranking them as high, medium or low priority. Each registered user has one vote in each poll, and can choose to vote against each policing area or focus on specific areas of work that they think should either be a high or low priority. Comments may also be left to explain why they have voted in a particular way.

The consultation will run until 17 June 2011 and the responses received will assist the Committee in its ongoing review of the Home Office's proposals for police reform. **To access the online survey, visit <http://forums.parliament.uk/policing-priorities-poll/index.php?index,1>**



**NORFOLK**  
CONSTABULARY  
*Our Priority is You*

## SIGN UP TO RECEIVE POLICE INFORMATION WHERE YOU LIVE

Because Norfolk Constabulary is committed to keeping you informed about what's happening in your neighbourhood, we have introduced a messaging service called Police Direct.

Sign up today and you will begin receiving localised police messages by email, mobile, landline or fax – the choice is yours. Select the type of information you want to receive, from e-newsletters to crime prevention advice, and we'll do the rest. You can be kept up-to-date with news from your local Safer Neighbourhood Team, the actions they've taken recently and the outcomes, as well as the dates, times and locations of when you can meet your local officers face-to-face.

Register with Police Direct today at [www.norfolk.police.uk](http://www.norfolk.police.uk) or call 0845 456 4567

## Norfolk Police Authority

### An independent body of local people who oversee the work of Norfolk Constabulary

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If you require the information in this issue of Involving You in an alternative format, such as text-only or large print, please contact the Norfolk Police Authority using the details above.